



# Te Toi Mahana

## Community Housing

### Position Description – Service Development Coordinator

#### Te Toi Mahana

Te Toi Mahana is a new independent Trust established to provide social and affordable housing in Wellington. Te Toi Mahana provides housing and tenancy services to 3,000 tenants and manage a portfolio of nearly 1,800 Wellington City Council-owned properties and annual revenues of approximately \$30m. Through an initial capitalisation of cash and gifted properties, Te Toi Mahana will develop new housing supply that it will own and operate alongside the leased portfolio.

#### Our Vision

- ❖ Whanau across Pōneke have homes that suit them, in the right place to support their wellbeing.

#### Our Purpose

- ❖ To provide a place where people are proud to live.
- ❖ We continuously improve the quality and sustainability of homes and communities.
- ❖ We grow the provision of housing to meet need.
- ❖ We are committed to affordable living.
- ❖ We are a trusted partner.

#### Our principles

- ❖ Whakamana
- ❖ Mauri
- ❖ Tikanga
- ❖ Rangatiratanga

#### Role details

<b>Role Title</b>	Service Development Coordinator
<b>Group</b>	Corporate Group
<b>Team</b>	Service Development
<b>Reports to</b>	Service Development Manager

The Service Development Coordinator provides support to the whole Te Toi Mahana team. This includes:

- Risk management and compliance – Support the service development team and the corporate group on policy development, project/change management and compliance initiatives during our start-up phase.
- Manage intranet and social media publications and maintain oversight on HSW initiatives
- Relationship Management – Coordinate internal and external events. Manage stakeholder registers.
- Maintain an overview of health safety and wellbeing register/ reporting.
- Develop, monitor e learning resources and records in our e learning platform,

As Te Toi Mahana moves from our start up phase, this role will play a central part on ensuring the success of key projects that will set the foundation for the future. The successful candidate will be a multi-tasking individual, with an eye for detail and having a focus on people.

Many of the deliverables of our organisation cater to communities of different backgrounds and walks of life. You will be behind comms, service projects and policies that will always have our people and tenants at the heart of what we do.

## What you will do

Accountabilities	Responsibilities
<b>Risk management and compliance</b>	<ul style="list-style-type: none"> <li>• Develop and maintain information systems for reporting and compliance.</li> <li>• Support the coordination and completion of projects and change initiatives lead by the service development team and the corporate group.</li> <li>• Coordinate policy review documentation and support the development of new internal policies as required.</li> <li>• Work proactively with our service providers to ensure the timely resolution of requests and issues as they arise.</li> <li>• Monitor and purchase office supplies including stationery, kitchen, and emergency provisions.</li> <li>• Develop and maintain cohesive process documentation.</li> <li>• Assist the leadership team with project planning, scheduling, and documentation completion.</li> <li>• Prepare and administer e-learning modules for staff to embed policies and procedures</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Work with the Communications &amp; Engagement Manager to upload regular social media posts, updates to the website, tenant newsletters and other communications as needed.</li> <li>• Administer changes to the Te Toi Mahana website</li> </ul>

	<ul style="list-style-type: none"> <li>• Help organise external social events, send out invites, monitor RSVPs, order catering, draft a run sheet, manage the event on the day.</li> </ul>
<b>Corporate Support</b>	<ul style="list-style-type: none"> <li>• Provide comprehensive support to the Corporate Group regarding recruitment, onboarding/ offboarding, induction and building maintenance &amp; access.</li> <li>• Being a SharePoint champion and ensuring fit for purpose file structures and naming conventions are upheld.</li> <li>• Use initiative to ensure that appropriate standards are met, and a high quality of work is produced</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Continue to develop understanding of Te Tiriti o Waitangi and Tikanga Māori and the appropriate usage and accurate pronunciation of Te Reo Māori.</li> <li>• Actively participate in the partnership relationship with Mana Whenua and Māori.</li> <li>• Ensure that Te Toi Mahana supports a safe cultural space for Māori tenants and their whānau.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Actively looking for the development of customer service initiatives that enhance the delivery of the business.</li> <li>• Applying a continuous improvement mindset across the business</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Coordinate and communicate staff First Aid and Wellness training; help with collating H&amp;S Reporting data for Board updates.</li> <li>• Understand health, safety, security, and risk management in accordance with Te Toi Mahana’s safety management frameworks and relevant legislation.</li> <li>• Coordinate reasonable initiatives with support contribute to the health, safety, and wellbeing of other people.</li> <li>• Support and create an inclusive culture and environment within Te Toi Mahana</li> <li>• Take reasonable care of your own health, safety, security, and wellbeing.</li> <li>• Ensure all health, safety and security incidents are reported.</li> <li>• Ensure the effective management of incidents involving tenants or assets.</li> <li>• Attend Health and Safety related training and professional supervision provided.</li> </ul>

## Qualifications and experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor’s degree majoring in areas relevant to policy</li> <li>• Must be eligible to work in New Zealand or be able to obtain a work visa</li> </ul>
<b>Experience</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• At least two years of experience in a role where you handle many initiatives and support internal teams.</li> <li>• Knowledge of and experience using:             <ul style="list-style-type: none"> <li>○ Microsoft Suite – Word, Excel, PowerPoint, SharePoint.</li> <li>○ Preparing, editing, and publishing social media communications</li> <li>○ Document and information management</li> <li>○ Editing and publishing e learning modules, reports and records</li> </ul> </li> <li>• Excellent communication, both written and oral, including communicating with those who have English as a second language.</li> <li>• Heart and empathy - Ability to work and interact with people from diverse backgrounds and/or complex cultural, social, or health needs.</li> <li>• Curious and keen to learn!</li> <li>• Policy development and Process mapping experience.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Ability to speak more than one language.</li> <li>• Experience in developing organisational policy and risk/compliance support.</li> <li>• IT and project coordination experience.</li> </ul>

### Role dimensions

Direct Reports	NIL	Indirect reports	NIL
DFA	NIL	Budget	NIL

### Key relationships

Internal	<ul style="list-style-type: none"> <li>• Te Toi Mahana staff</li> <li>• Te Toi Mahana board</li> </ul>	External	<ul style="list-style-type: none"> <li>• Tenants</li> <li>• Recruitment candidates</li> <li>• Government agencies</li> <li>• Social Service agencies and providers</li> </ul>
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